

EXHIBIT G

General Boarding Procedures:

Old: Delta flights are boarded
New: Delta flights board
Suggestion: The boarding sequence for this flight will be
(Makes the subject of the sentence the content of the display.
Answers the question: "What is the boarding sequence?")

Cancellation Policies:

Old: Please be on board the aircraft 10 minutes before departure.
New: Please board the aircraft 10 minutes before departure
*** New version changes the Meaning.
If the flight departs at 12:00, we want the passenger in his seat at 11:50.
If he "boards at 11:50" he won't be in his seat until 11:56, which is too late.
Suggest: original, or ... "no later than" ... for clarity.

Old: To avoid cancellation of seats
New: Avoid cancelled seats
Suggest: You must check in by 7:25 to retain your seat assignment...
Seat assignments will be canceled at 11:40 unless you... ?
Delta cancels seat assignments if you don't... ?

Clarification:

"Exceptions" are program instructions, not for display.
IE: if the flight goes to Canada, we display "30 minutes" instead of 20.
We don't actually display all the exception text.

Baggage:
Old: Not sure / Refer to
New: Not sure / Use
Suggest: Leading with our chin:
Use the SizeWize container, or ask a Delta agent,
... if you are not certain.
... to be sure your bag will fit.

Volunteer Request:

Old: Certain travel related services
New: Certain travel related services
Suggest: Certain travel related services
(unless the law requires us to say this)

Old: a Delta Dollars voucher in the amount of ...
New: a Delta Dollars voucher for ...
Suggest: \$300 Delta Dollars...

Old: May be used toward the purchase of ... for a year
New: Good toward ... for a year
Suggest: ... which can be used to purchase tickets or services until August 2001.

HK Information:

Old: working to assign ... as soon as possible
New: working to assign ... now
*** New version doesn't change the meaning, but changes the flavor.
What the agent is actually "doing" is WAITING until we can release RS seats.
Suggest: We (Delta / The Agent) will provide seating as soon as possible?

Equipment change:

Old: Ensure...
New: Check...
(These are verbs.)
Suggest: Does your Boarding card say "EQP" beside the seat?
If not, please ask the agent for a new one.
Can we use a picture?
Your boarding card should look like THIS,
with a big red circle around the EQP?

Delay:

Old: Due to air traffic control delays
New: Due to air traffic control
Suggest: By the FAA
(The ATC is an entity, not like Weather).